

# Quality Policy

**Revision**  
**January 2025**

**Riva Acciaio S.p.A.** aims to develop increasingly innovative and sustainable products while expanding the fields in which it operates. To achieve these goals, it is essential to keep on being a solid point of reference for long-standing customers and conquer other areas of the market while ensuring flexibility and innovation to evolve and face the future as a key player. The company has chosen to adopt a Quality Management System based primarily on the UNI EN ISO 9001 and IATF 16949 standards.

The Corporate Management System is designed to ensure the effective and efficient management of resources, focusing on Customer Satisfaction and stakeholders. All activities are carried out with a continuous improvement perspective approach, considering ESG principles.

In line with the Organization, Management, and Organization Model, consistent with the principles mentioned above, as well as with the analysis of the company's internal and external context, this Policy defines the general guidelines for the implementation of the Quality Management System.


## DIRECTIVES AND OBJECTIVES

- Implement and maintain an effective Quality Management System applicable to the processes, products, and services within the operational framework, in compliance with the legal requirements of applicable regulations and any additional regulations the company voluntarily adopts.
- Define responsibilities for all company functions, ensuring they are fully understood and correctly applied.
- Ensure the availability of resources, information, and knowledge essential for the proper performance and control of processes by adopting regular training and development activities. These activities aim to raise employees' awareness of the relevance and importance of their roles and how they contribute to achieve the company's objectives.
- Motivate and engage all personnel by increasing awareness of the importance of their roles and responsibilities. Promote shared values and ethical, responsible behavioral models focused on mitigating the risks associated with company activities. Ensure that employees maintain a vigilant and attentive attitude, particularly in the management and control of all products, especially those related to safety.
- Define clearly documented information aimed at ensuring the effective and efficient operation of processes, as well as controlling and guaranteeing the quality of products, particularly those intended for safety. Furthermore, such information must ensure compliance with workplace health and safety regulations, environmental conformity, and commitments related to ESG (Environmental, Social, and Governance) principles.
- Understand and strengthen relationships with Customers and other stakeholders by increasing their level of satisfaction through products and services that fully meet their expectations.
- Define improvement objectives and periodically monitor the results achieved, ensuring they are adequately shared with stakeholders.
- Identify the causes of non-conformities and ensure the adoption of corrective actions to resolve them and carry on the path of continuous improvement.
- Conduct periodic audits to evaluate the implementation and effectiveness of the Quality Management System, as well as its compliance with this Policy, adopting the necessary corrective actions to eliminate any inadequacies in the Management System.
- Select and qualify suppliers who may influence product quality and/or the manufacturing process, involving them, as applicable, in achieving the company's objectives and continuous improvement.
- Identify technological innovation needs essential for designing and developing new products and processes, in line with market expectations.

**The heads of Riva Acciaio S.p.A.'s Operational Units and Central Functions are responsible for implementing and spreading the commitments and directives outlined above, as well as promoting activities aimed at achieving corporate objectives and continuously improving the effectiveness of the Quality Management System.**

This Policy must be made available to all internal and external stakeholders.

Milan, 8 January 2025

 President  
**Valerio Bisio**